

-----Original Message-----

From: Johnson, Bonnie J.
Sent: Wednesday, November 13, 2002 11:30 AM
To: Clauson, Karen L.; 'Novak, Jean'
Cc: Johnson, Bonnie J.
Subject: RE: DSL root cause

Hi Jean,
Have you responded to Karen? I have not seen anything as of yet.

Bonnie

-----Original Message-----

From: Clauson, Karen L.
Sent: Thursday, October 31, 2002 4:42 PM
To: 'Novak, Jean'
Cc: Johnson, Bonnie J.
Subject: DSL root cause

Jean:

Bonnie came to me to ask me to provide her with Qwest's root cause results for the September 2002 DSL trouble ticket information she had asked you to investigate. This struck me as quite odd, particularly given that Qwest had promised Eschelon a response on this issue by Oct. 17. I understand that you said on a call with Bonnie today that, once Eschelon raises an issue in a 271 proceeding, Eschelon has to get answers from Qwest on those business issues through the regulatory process. If there was any misunderstanding at all about your or Qwest's position on this issue, please clear it up immediately.

Telling your customer to wait for often lengthy response times in regulatory proceedings would cause delay. It is also very impractical given the huge difference in resources between our companies. Qwest has vast resources to put out hundreds and even thousands of pages of regulatory filings, and we have few resources to go find the needle in a haystack.

As a legal matter, Eschelon should be able to exercise its legal right to participate in legal proceedings without discriminatory and retaliatory treatment. Qwest's previous restrictions on our 271 participation have been lifted. This seems like a new way to impose those restrictions again, by impeding resolution of business issues because we are exercising our rights. We need assurance that this is not Qwest's position.

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